

Dispensing Site

Lessons Learned

GENERIC PLANNING PRACTICES

- Build Relationships:
 - Become Partners and Collaborators
 - Engage Federal, State, Local, Volunteer and Private Interests
 - Do NOT Plan in a Vacuum
- Assess Capability:
 - Peer Assessments and Information Exchange
 - Plan Reviews and Facility Profiling
 - Training, Drills and Exercises
- Institutionalize Lessons Learned:
 - Convert Needs into Training, Plans, Policies, Tactics, Techniques, Procedures, Equipment, Facilities, Supplies
- Become Visionaries and Change Agents
- Become Subject Matter Experts

SNS BUILDING BLOCKS

- Establish permanent SNS infrastructure to ensure readiness...
 - Construct the Plan
 - Identify and Designate Facilities
 - Identify and Maintain¹ Equipment
 - Public Information Strategy
 - Training, Exercise and Corrective Action Programs


SNS BUILDING BLOCKS

- Construct the Plan:
 - EOP Format Widely Accepted
 - Apply UCS/ICS Principles (SNS/RSS respectively)
 - Interdisciplinary Briefings
 - Organization, Organization, Organization
 - Incorporate Job Action Sheets
 - Train End Users, Exercise and Revise
 - Notification Protocol and Response Teams

SNS BUILDING BLOCKS

- Identify and Maintain Equipment:
 - Communications – telephones, facsimile machines, radios, satellite phones, web access, copiers, etc.
 - Computers and Support Equipment
 - “Go Pack”
- Plans, procedures, ID Badges and Lanyards, Distinctive Dress (Vests), Admin. Supplies, Visual Aids, Safety Equipment, Position Packets

SNS BUILDING BLOCKS

- Identify and Maintain Equipment:
 - “Go Pack” - Position Packets:
 - Position Specific Manual
 - Telephone Directory
 - Organization Chart
 - Facility Diagrams 
 - Job Action Sheets
 - Forms
 - Administrative and Other Documents
 - Copies for Facility Personnel, **AND** TARU

SNS BUILDING BLOCKS

- Public Information Strategy:
 - Ongoing
 - Cross-Jurisdictional, Inter-Agency
 - Enlist Media as an Ally - Meet and Educate
 - Develop (Multi-Language, Special Needs) Template Messages, Fact Sheets and Media Guides
 - Delivery: EAS, 24-hr Hotline, Reverse 911, Website, Newspaper Insert
 - Conduct Media Monitoring, Rumor Control
 - Post Event Public Service Announcements
- Goal: Right Message, Right Time, Right Channel to Right Audience


SNS BUILDING BLOCKS

- Training and Exercise Program:
 - Classroom, Electronic/LMS, Video Broadcasts, Facility Walkthroughs, Table-tops and Functional Exercises
 - Ongoing
 - Cross Train on Functional Positions
 - Solicit Participant Feedback
 - Ensure Specific Objectives, Demonstration Goals (Extent-of-Play) and Measurable Evaluation Criteria
 - Corrective Action Process

ELEMENTS FOR SUCCESS

- Preparation Phase:
 - Planning Milestones – Issue and Update
 - Inter-disciplinary Briefings, Plan Reviews
 - Table-tops: Leadership, Support Personnel
 - Plan, Procedure Familiarity
 - Facility Walkthroughs
 - Public Information
 - Maintenance:
- Surveillance, Testing, “Go Pack”

ELEMENTS FOR SUCCESS

- Event/Exercise Phase:
 - Exercise the Plan!
 - Limit Scenario Specifics to Facilitators
 - Limit Simulations
 - Situational Brief 
 - Operations Brief
 - Safety Brief
 - Periodic Team, Facility Briefs
 - Position Specific Job Aids

Leadership Goals

- Become Partners and Collaborators.
- Become Visionaries and Change Agents.
- Develop an Effectiveness Assessment Tool for the Entire EP&R Program.
 - Convert Needs into Training, Plans, Policies, Tactics, Techniques, Procedures, Equipment, Facilities, Supplies.
- Institutionalize Lessons Learned.
- Develop a District Strategic Plan and Strategic Communications Plan. Become Effective Communicators.
- Become Subject Matter Experts.
 - Develop / Train a Cadre of SMEs.

Lessons Learned

- Surge Capacity Considerations.
- Liaison at VEOC / Establishment of VDH ECC.
 - Locally, Where is HD?
- Redundant Communications.
- Consistent and frequent messages: threat communications, public service alerts and info
- Up-to-date Response Lists.
- Early Intra-agency Coordination.
- Information is not on a 1-Way Street.
- Special Needs Communities.
- ESF-8 is More Than Public Health.
- In an emergency, all of us are Critical Personnel.
- Cleared, Trained Volunteers are Essential.

Dispensing Site Management

- More detailed floor plans and site flow diagrams; triage areas identified; keep periodically updated
- Additional dispensing site staff needed
- Improve signage and training for public/staff
- Need a more rigorous test; include more non-VDH (public) participation
- Improve security and screening at site
- Standardize dispensing site screening forms, educational materials, job descriptions, etc.
- Consider using private sector, other government sites rather than schools
- Involve local emergency management in Dispensing Site planning and factor in local EOC support capabilities.
- Train hospital personnel on SNS/hospital interface; hospitals must be aware of the SNS resource that is available and how to access it.
- Keep all players briefed and up-to-date.
- Train and exercise in shifts.
- Estimate HEAVY; learn to consolidate.

Remember

- Test the seams: time, geo, demo, cultural.
- SNS will not be deployed in an otherwise clean environment.
 - Surge
 - I&Q
 - Anarchy (hard to replicate for an exercise...DON'T try)
- Use ICS, Unified Command, MIMS
- Consider commercial distro / warehouse.
- Volunteer Management (Med and general) is key.
- 1st Responders; Heads of Household; Unaccompanied Minors; consistency in approaches and messages..
- Planning tools: job descriptions, flow diagrams, time mgt.
- Tech and Communication Tools: Tracking, barcodes...
- Plan, Train, Exercise, Plan, Train, Exercise...etc.
- Cross-border consistency
- Special need populations and communities